



# Oregon

Kate Brown, Governor

**Public Utility Commission**  
Residential Service Protection Fund  
Telephone Assistance Programs  
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June 30, 2015

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW., Room TW-A325  
Washington, DC 20554

**RE: In the Matter of Telecommunications Relay Services and Speech-to-Speech Services  
for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123**

Dear Ms. Dortch,

The State of Oregon has enclosed materials to address the Federal Communications Commission (FCC) mandate that an annual log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services be filed with the FCC.

- Enclosed is the annual Complaint Log, which includes complaints received between June 1, 2014 and May 31, 2015 with the date of complaint, the nature of the complaint, the date of its resolution and an explanation of the resolution.

If you have any questions or concerns, please contact me at 503-373-1400 or via e-mail at [jon.cray@state.or.us](mailto:jon.cray@state.or.us).

Respectfully,

Jon Cray, Program Manager  
Residential Service Protection Fund

Cc: Michael Dougherty, Public Utility Commission Chief Operating Officer  
David Poston, Public Utility Commission Central Services Division Administrator  
Melissa McManus, Sprint Nextel Relay Program Manager

Enc: Complaint Log

**Complaint Tracking for OR (06/01/2014-05/31/2015). Total Customer Contacts: 6**

Tally	Date of Complaints	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/21/14	Customer complained that the Relay Operator did not follow a customer note.	06/21/14	Supervisor coached the Relay Operator to follow customer notes and instructions. A follow-up email was sent to the customer.
2	07/14/14	Customer complained that the call was not handled properly because the Relay Operator did not follow the voice caller's instructions.	07/14/14	Supervisor coached the Relay Operator on adhering to customer instructions. A follow-up email was sent to the customer.
3	11/03/14	Customer complained that when calling Oregon Relay, the Relay Operator answered with "Hello GA". Customer complained that this is not the correct way for the Relay Operator to answer the phone.	11/08/14	Customer Service observed that the Relay Operator sent the correct Relay macro, but apparently did not display on the customer's screen. Although Supervisor determined that the Relay Operator complied with the call procedures, Supervisor coached Relay Operator to resend the greeting macro if it appears the customer did not receive the system-transmitted message. Follow-up email was sent to the customer.
4	01/29/15	Customer complained that after providing the number four times, the Relay Operator would not dial the number and would continue asking for the number to dial.	01/29/15	The Relay Operator recalled that garbled messages affected their ability to process the call. Supervisor coached the Relay Operator on handling calls with garbling, including disabling a TTY protocol, and using alternate phrasing rather than repeatedly send the same macro.
5	03/23/15	Customer complained that the Relay Operator disconnected the call. The customer explained that the person they were speaking with did not hang up.	03/23/15	The Relay Operator stated that the called to party disconnected the call and as a result, sent the appropriate macro to the customer. Supervisor coached the Relay Operator to provide more information about what happened to keep the customer informed. Follow-up email was sent on 3/23/2015.
6	04/27/15	Customer complained that the Relay Operator interrupted by typing, "Try again". Customer was unable to determine if the "try again" message was related to dialing or redialing a busy number.	04/28/15	Supervisor coached the Relay Operator on not interrupting while a TTY user is typing.